

To: Town of Wellfleet  
From: Suzanne Grout Thomas  
Date: March 23, 2020  
Re: Monday morning update

## **NEWSFLASH!!!!**

**A dedicated email address for any Wellfleet question/need has been created. Please email your needs or questions to: [needs@wellfleet-ma.gov](mailto:needs@wellfleet-ma.gov)  
This address will be monitored seven days a week between 8am and 4pm. We will get back to you.**

### **WELLFLEET SENIOR CENTER**

- Please call us at 508-349-0313 to ask a question or let us know what you need.
- Staff will respond as quickly as possible to all calls or messages.
- We are picking up prescriptions for those 60 and over from Wellfleet Pharmacy on Thursdays and from pharmacies in Orleans on Friday morning. When you call to renew your prescription, please pay for it by credit card and a driver will deliver it to your home. Please be sure to call us to let us know.
- We can do pickups of food orders from Friends or the Whole Food Store on Fridays. See the details below.
- Our regular Transportation program is on hold.

### **FOOD**

- The **Wellfleet Food pantry** is planning a drive thru parking lot food distribution at Grace Chapel on Tuesday, 3/24 from 10-noon. All are welcome who need food assistance. We will have 100+ dry grocery bags filled with assorted staples. Everyone will also receive a second bag of frozen meats, vegetables fruit and dairy items. We are anticipating a weekly drive thru as long as the crisis continues. We will look at what worked well and what we can improve on after Tuesday to make this food drive as efficient, safe and comfortable for everyone as possible. 508-349-3036
- **Friends Market** is up and running with an online grocery order service (similar to PeaPod) ~ Friends will also accept telephone orders. 508-255-0963
  - You can find the link here. <https://friendsmarketplace.net/>
- **Orleans Whole Food Store** is transitioning to curbside pickups and home delivery only. Delivery will be provided by Nauset High School students and members of the National Honor Society. Delivery will be available between the hours of 2-4 pm and ALL orders must be placed by 12 NOON on the same day. Delivery to Dennis, Harwich, Chatham, Brewster, Orleans, Eastham and Wellfleet. They need a 10 item minimum for delivery. Call 508-255-5640 with your list and have your credit card in hand. If you can't pay by CC, please let them know when you call to order.

## **Elder Services of the Cape and Islands**

- As of Friday, March 20, 2020, we continue to serve our 1000 **Home Delivered Meals** clients Mon thru Friday. We are seeing a significant increase of Home Delivered Meals referrals. Currently, we are still within our capacity (volume) to serve safely. We have had many volunteers stop delivering for their own health and safety. We have recruited about 70 volunteers within this past week and a half. Our protocol of how we deliver meals changed on Monday. Volunteer drivers knock on door; clients call out or wave from window at driver; then driver leaves meal outside. (The exceptions are our seniors who cannot answer door or cannot get meal from outside...in those cases, driver goes into home with meal) We are actively planning how we can manage as much shelf stable and frozen meals to have on hand as a precautionary measure.
- As of today our 2300 plus **Homecare** consumers are receiving their weekly services thru our 44 contracted vendors. As of yesterday, EOEA gave us the direction that we can assess and reassess our clients telephonically (previously we were required to do in person visit) Our care managers are both in office and working remotely. Checking emails and voicemails ongoing throughout their work day. Our client database is web-based so they have instant access to information. Care managers are receiving referrals throughout the day from our Information & Referral Dept.; care manager supervisors are both remote and in our office handling elevated issues and concerns our consumers. Our Nurses are both in office and working remotely. **Nursing Home assessments; mass health screenings** and care plans are continuing. Over the next two weeks we will contact every ASAP consumer for a well-being check in all of our clinical programs.
- **Other ASAP programs:** Money Management, Caregiver, Senior Care Options, Options counseling and Caregiver continue to provide services and support. Some staff is working remotely. We are curtailing in home visits at this time. Telephone support and assessments are occurring daily.
- **Protective Services:** most Protective workers are working remotely and still seeing client as necessary. Some supervisors are working remotely.
- Our **Nursing Home Ombudsman Program** continues to take resident and family concerns and complaints. They have been banned from visiting for the past week and a half. Both our Ombudsman Director & Assistant Director have systems in place with facilities on how complaints are handled. One of our staff is remotely working; the other in office.
- **Information & Referral is open 9 to 5 Monday thru Friday.** We are in the office and preparing to work remotely if necessary.

## **TRANSPORTATION**

### **Cape Cod Regional Transportation Authority**

- To support the health of our customers and employees and to help slow the spread of the coronavirus, we will also be operating on a reduced schedule, effective Saturday March 21st, 2020. We fully recognize our services are still needed to provide an essential transportation option. Our DART service will also be limited to providing only essential trips. I have attached our adjusted fixed route schedules.
- Our website <http://capecodrta.org/> will be 100% accurate and up to date with any service announcements or changes to our schedules.